

ABSTRACT

A computerized guide system and method include instructions for transferring software

4 from a server in a network to telecommunications equipment in a remote location using a mobile
5 computer. Instructions for accessing, downloading, and transferring updated software programs
6 that are self-guided are advantageous for independent use by technicians. Instructions of such a
7 guide and method are accessible at a plurality of locations at the same time to a plurality of
8 technicians servicing telecommunications equipment, such as multiplexers of different vendors.

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